

**South Dakota Department of Human Services
Division of Long Term Services and Supports
Aging and Disability Resource Connections**

ADRC Resource Directory Inclusion/Exclusion Policy

The Aging and Disability Resource Connections (ADRC) information and resource database, ADRC Resource Directory, provides residents of South Dakota, and the general public access to locate resources and services on long-term home and community services and supports.

The focus of the ADRC is to provide access to information and resources to people regardless of their income who are over age 60 and people over age 18 who have a physical disability.

Policy Statement

To define the types of entities, i.e., agencies, organizations, providers and resources eligible for listing on the ADRC Resource Directory information and resource database.

Disclaimer

- Inclusion in the ADRC Resource Directory database shall in no way be construed to constitute an endorsement of or liability for any entity or its service, nor should exclusion be construed to constitute lack of endorsement.
- The information contained in the ADRC Resource Directory database is provided by the entities. The Department of Human Services cannot guarantee the accuracy or completeness of the information provided.

General Information

- Inclusion in the ADRC Resource Directory database is free.
- The ADRC Resource Directory database reserves the right to exclude or discontinue listings of any entity.

Inclusion Requirements

To be considered for inclusion in the ADRC Resource Directory database, entities must meet the following requirements:

- Have been in business in South Dakota for at least six (6) months;
- Employ at least one staff person; and
- Have an established/published telephone number, street and city address, email address, hours of operation, and a designated contact person.

Entities must ensure submitted information is accurate and updated at least annually:

- If an entity has changes in contact information (i.e., change in designated contact person, telephone number, hours of operation, website, email, address, description, etc.), the entity is responsible to contact the ADRC by any of the following:
 - ✓ On the website: <http://southdakota.assistguide.net/> go to “Directory of Organizations” and to the entity’s information under Provider Details. A Request to Update Provider Information is available for each entity to submit updated information.
 - ✓ Email: ADRC@state.sd.us
 - ✓ Telephone: (605) 773-3656.
 - ✓ Mail: ADRC Resource Directory, Department of Human Services, 3800 East Hwy 34, Pierre, SD 57501.
- If an entity is out of business or no longer chooses to be listed in the ADRC Resource Directory database, notify the ADRC by using the Request to Update Provider Information and mark the box “*This business is out of business, remove from directory*” or submit a written request to be removed by email or mail.
- If an entity has no changes notify the ADRC that the information was reviewed and remains accurate by using the Provider Details to Confirm Provider Information or notify the ADRC by email, telephone or mail.
- The ADRC conducts annual updates and failure to maintain accurate information after three reasonable attempts by the ADRC to obtain requested information, may result in the entity’s listing being removed from the ADRC Resource Directory database.

Entities Included in the ADRC database

- Government, non-profit, and for-profit entities that provide services in the areas of health, welfare, social, education, employment, transportation, and human services to the general public.
- Federal, state, city and county governments as well as non-profits that have been designated as 501(c)(3) incorporations pursuant to the Internal Revenue Code.
- Entities that provide basic needs (immediate), i.e., shelter, food/nutrition, and clothing.
- Entities that provide safety and intervention in emergency situations, i.e., police, sheriff, hospitals/emergency rooms, domestic violence shelters, mental health services, and disaster services.
- Providers and facilities including medical supply, home health care, skilled nursing, assisted living, independent living, and senior and accessible housing.

- Professional organizations and trade associations that perform customized referral to private persons. Includes the Bar Association, various State Boards that license professionals such as Medical Practice, Psychologists, Social Workers, Nurses, etc. and other organizations that provide listings of private providers.
- Advocacy groups related to aging, physically disabled, health, and human services issues held in public places and available to the community at large.
- Self-help support groups of interest to people over age 60 and people over age 18 with physical disabilities held in public places and available to the community at large.
- Service and support groups that are sponsored by or affiliated with an organization or church, as long as they provide services to the community at large.

Entities Excluded from the ADRC Resource Directory

The Department of Human Services reserves the right to exclude any entity.

- In general, private practitioners licensed through professional boards (pharmacists, social workers, counselors, psychologists, psychiatrists, medical doctors), are excluded. Requests for specific services will be referred to the appropriate professional organization or licensing board.
- Individual volunteer opportunities. Requests for specific services will be referred to local volunteer centers, United Way offices or Senior Centers.
- Entities that misrepresent by omission or commission pertinent facts regarding their services, organizational structure or any other pertinent matter in any way.
- Entities that knowingly or unknowingly discriminate or deny services based on age, gender, race, color, religion, disability, marital status, or national origin or intention to make any such preference, limitation or discrimination as stated in Title VII of the Civil Rights Act of 1964, as amended.
- Entities that are in violation of municipal, state, or federal laws or regulations.
- Entities that are barred from providing services under the requisite licensure or certification.
- Entities that fail to comply with this policy.

Request for Inclusion Process

Entities that meet the inclusion criteria and want to be listed in the ADRC Resource Directory database must:

- Submit a Request for Inclusion form. Forms can also be completed and submitted electronically through the Department's Website: <http://dhs.sd.gov/ltss/providers.aspx>
- To request a form, email ADRC@state.sd.us or call (605) 773-3656.

- The ADRC will inform entities of approval or denial of inclusion in the ADRC Resource Directory by email within 30 days of receipt of the Request for Inclusion form.
- The ADRC reserves the right to edit information submitted by entities to meet format, guideline, and space requirements.

Inclusion or Exclusion Decision

The Department of Human Services reserves the right to make the final decision on inclusion and exclusion. The Department may remove or exclude any entity for fraud, misrepresentation, discrimination, service non-delivery or any other reason deemed appropriate. No endorsement or lack of endorsement of any entity shall be construed from its inclusion in or omission from the ADRC Resource Directory.